

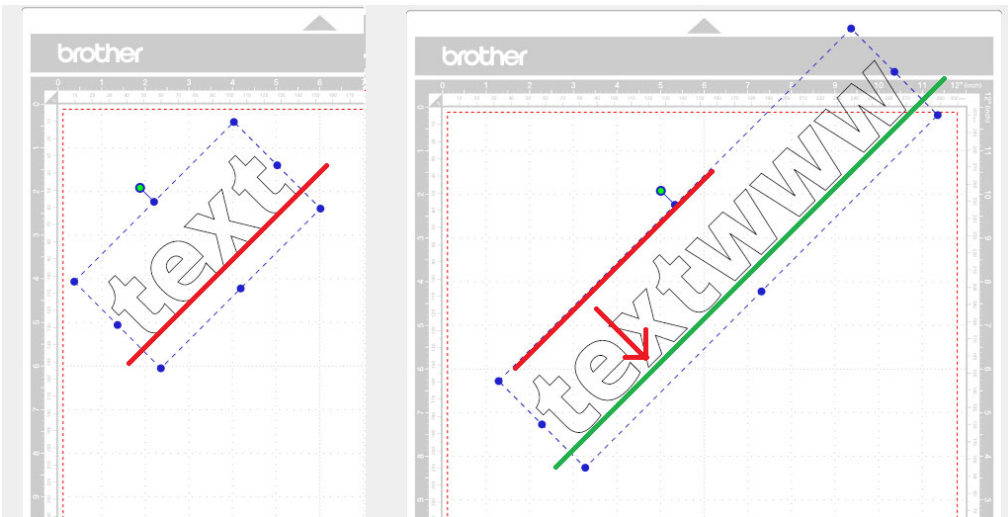
CanvasWorkspace FAQ

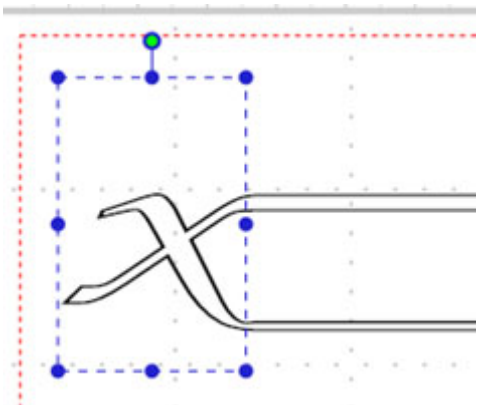
Last update: Oct. 2019

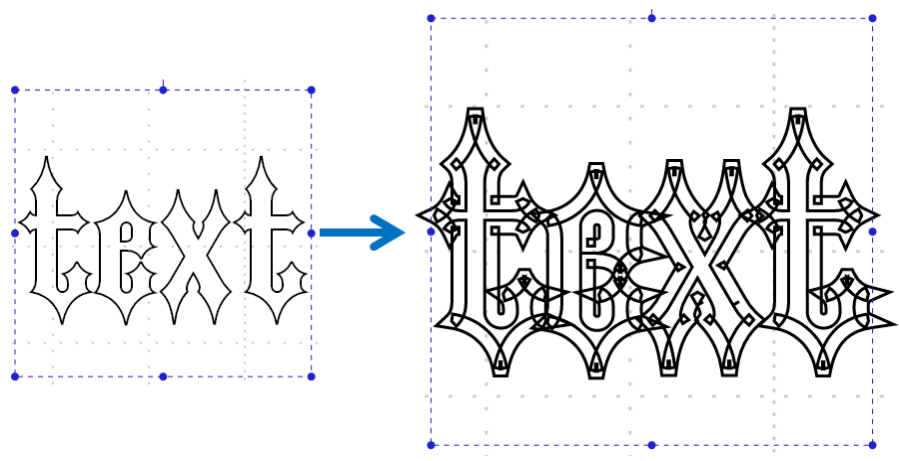
Information

01	The font “FO-W005:Germany” is not suitable for fabric cutting, because of its shape.
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Issue of CanvasWorkspace

01	<p>[Issue]</p> <p>When adding text, the place of the text object will shift positions on the screen.</p>  <p>[Solution]</p> <p>It occurs when adding to the “Rotated Text” object.</p> <ul style="list-style-type: none"> - After inputting text, rotate it.
02	<p>[Issue]</p> <p>Cannot add text to a text object.</p> <p>[Solution]</p> <p>If the text object is "Grouped", you cannot add text to it.</p> <ul style="list-style-type: none"> - After ungrouping, input text.

03	<p>[Issue]</p> <p>(Only for Google Chrome™ / Opera user)</p> <p>When moving a text object, you see unwanted trail of the object.</p>  <p>[Solution]</p> <p>Upgrade to the latest version of Google Chrome™ or Opera.</p>
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04	<p>[Issue]</p> <p>(Only for Google Chrome™ / Opera user)</p> <p>When enlarging a text object or zooming view, ghost line will be appeared around the text.</p>  <p>[Solution]</p> <p>Upgrade to the latest version of Google Chrome™ or Opera.</p>
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05	<p>[Issue]</p> <p>(Only for Safari 6 user)</p> <p>When enlarging or reducing a text object, the object moves to unexpected place.</p> <p>[Solution]</p>
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	<p>It occurs only for TEXT object on the screen of Safari 6 browser.</p> <ul style="list-style-type: none"> - After enlarging or reducing, adjust the place.
06	<p>[Issue]</p> <p>When dragging objects, the position is different from when you point with the mouse.</p> <p>[Solution]</p> <p>It is because of zoom level.</p> <ul style="list-style-type: none"> - If the zoom level of the web browser is not 100%, change the zoom level of browser settings to 100%. - If you use Windows family OS, and the text size of OS display settings is 125%, change to the different size to avoid this issue.
08	<p>[Issue]</p> <p>When in the magnifying view, the CanvasWorkspace application runs slow.</p> <p>[Solution]</p> <ul style="list-style-type: none"> - "Show Mat Image" in View menu should be turned off.
09	<p>[Issue]</p> <p>After creating the outer offset line of an object, the original inner object cannot be selected easily.</p> <p>[Solution]</p> <p>The new object is placed in front. If the new object is on the first object, it is difficult to select the first object.</p> <ul style="list-style-type: none"> - Change the order of the objects, using order change function (Edit menu > Order). <p>Filling the objects with color you choose in the property dialog will help you recognize which is front.</p>
10	<p>[Issue]</p> <p>About [Image Tracing] [Import SVG/ DXF/FCM file] functions, File Selection dialog does not have right kind of image file type (extension) selector for those functions.</p> <p>[Solution]</p> <p>File type list depends on the Browser.</p> <ul style="list-style-type: none"> - Please select a file from [All files] list.

11	<p>[Issue]</p> <p>When an SVG/DXF file is imported, the data is imported at a size smaller than its original size.</p>
	<p>[Solution]</p> <p>When importing a file in the SVG or DXF format, data larger than the cutting area will be automatically reduced to within the cutting area. When the data is reduced, the following message appears.</p> <p>Since the shape was larger than the mat, it was reduced in size when imported. (ErrS23)</p>
12	<p>[Issue]</p> <p>How is the “Image Tracing” function in CanvasWorkspace different from the scanning functions on the ScanNCut machine?</p>
	<p>[Solution]</p> <p>CanvasWorkspace detects shapes according to their color differences. In contrast, the ScanNCut machine detects shapes according to their brightness differences. Therefore, if shapes in colors of similar brightness are near each other, some shapes may not be detected by the ScanNCut machine.</p>
13	<p>[Issue]</p> <p>Requests for a Login ID or attempts to have the password re-issued are denied with a message that the entered information is invalid.</p>
	<p>[Solution]</p> <p>Consider any of the following cases.</p> <p>1: No confirmation email will be sent when requesting a Login ID or re-issuing the password if the birth date entered differs from the birth date entered during registration. Please make sure the birth date entered at registration is correct.</p> <p>2: You must click the URL in the confirmation email message sent during registration to make sure the registration process has been completed properly.</p> <p>3: Check that the entered email address matches the email address entered during registration.</p>

14	[Issue] Built-in ScanNCut patterns do not appear in CanvasWorkspace.
	[Solution] Some built-in ScanNCut patterns may not be available in CanvasWorkspace.
15	[Issue] Files in the FC1 format on USB flash drives of optional patterns cannot be imported into CanvasWorkspace.
	[Solution] Only files in the FCM format can be used in CanvasWorkspace. Files in the FC1 format on USB flash drives cannot be used.
16	[Issue] Line drawings cannot be detected in the "Image Tracing" function.
	[Solution] Line drawings are not supported. However, they can be scanned and cut out with the ScanNCut machine. Thin lines may not be detected well. Make the lines thicker, or use an image with colored regions.
17	[Issue] The [Weld] function in the [Process Overlap] menu cannot be used.
	[Solution] The patterns with outlines that are not closed cannot be welded together. If patterns with open outlines are selected, this option is not available.
18	[Issue] Can an iPad be used?
	[Solution] Tablets are supported starting with CanvasWorkspace ver. 2.0.0. For details, refer to the "Help".

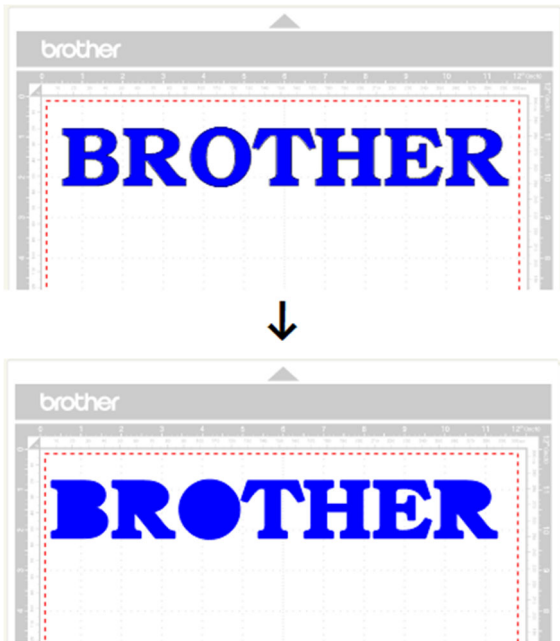
19	[Issue] I want to slightly move a pattern.
	[Solution] Move a pattern by pressing the arrow keys.
21	[Issue] •The text is not the size specified when values were entered to resize it. •The size of the text is different from the actual size.
	[Solution] The size of the text has been calculated based on the size of the font. Therefore, the actual text size may be different. In order to accurately adjust the size, use the [Weld] option to convert the text to outlines, and then change the size. However, the text can no longer be changed after it has been welded.
22	[Issue] An error appears when trying to import a DXF file.
	[Solution] DXF files of a version up to Release 14 can be imported. In addition, the file may not be imported, depending on its contents.
23	[Issue] Dash patterns may not appear clearly on the LCD display screen of the ScanNCut machine.
	[Solution] Since dashed lines will become small cut patterns, dash patterns may not appear clearly on the LCD panel of the ScanNCut machine. This is not a problem for cutting data.
24	[Issue] (Only iPad/iPhone user) When clicked a browser button on iOS like “Back”, “Forward” or “Refresh” before saving the data on the edit screen, those editing data were deleted.
	[Solution] To move back or forward a webpage using the buttons on the browser on iOS, there are not coming any confirmation messages. Please make sure whether or not the editing data has been already saved before moving to any different pages by using the browser

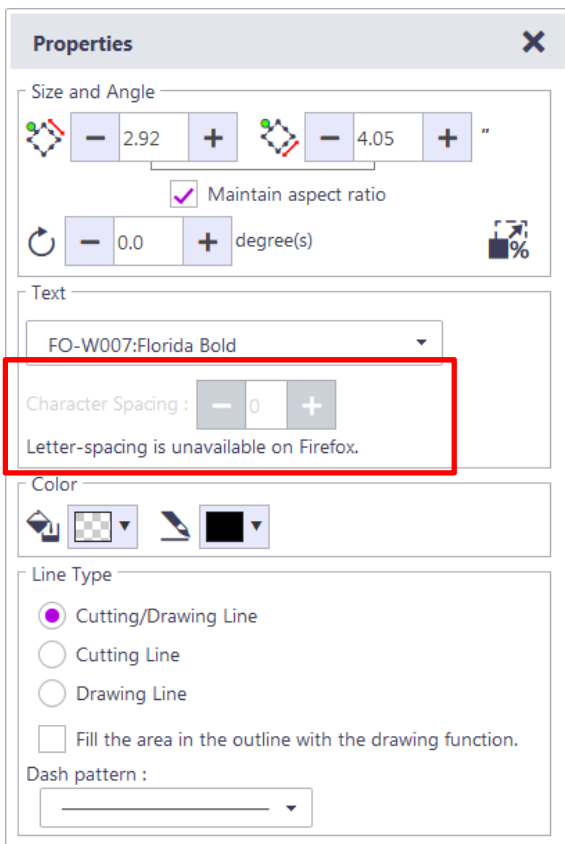
	button.
25	<p>[Issue]</p> <p>(Only iPad/iPhone user only)</p> <p>Even if the “Don't ask me again.” check box was selected in the message that appeared when moving to the edit screen, the same message appears again.</p> <p>[Solution]</p> <p>If you are using Private Browsing (the name differs depending on the browser being used), turn it off.</p>
26	<p>[Issue]</p> <p>Even though the measurement units were set to “mm” in the edit screen, they are set to “inches” the next time that the edit screen is displayed.</p> <p>[Solution]</p> <p>If you are using Private Browsing (the name differs depending on the browser being used), turn it off.</p>
27	<p>[Issue]</p> <p>When using CanvasWorkspace on a tablet, cutting data cannot be downloaded.</p> <p>[Solution]</p> <p>There are no files downloading functions in the tablet version.</p> <ul style="list-style-type: none"> - Use a computer browser. - Use the “ScanNCut Transfer” function on a wireless-network-compatible model of the ScanNCut machine. <p>For details, refer to the “Help”.</p>
28	<p>[Issue]</p> <p>The “ScanNCut Transfer” function cannot be used.</p> <p>[Solution]</p> <p>The “ScanNCut Transfer” function can only be used on a wireless-network-compatible model of the ScanNCut machine.</p> <ul style="list-style-type: none"> - If your ScanNCut machine is not a wireless-network-compatible model, download the cutting data to a computer, and then use a USB flash drive or USB cable to transfer the data to the ScanNCut machine. - If your ScanNCut machine is a wireless-network-compatible model, specify the settings as described in the “Wireless Network Quick Setup Guide”

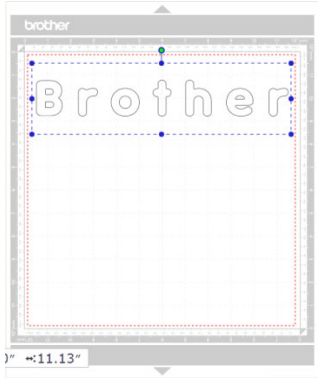
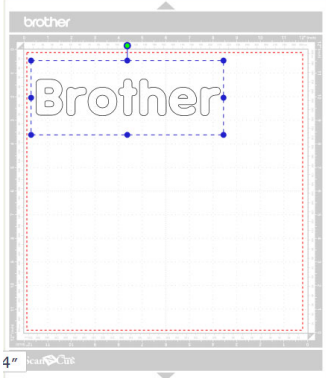
29	<p>[Issue]</p> <p>(Only for users of wireless-network-compatible models)</p> <p>Data saved from the ScanNCut machine to CanvasWorkspace is not displayed in CanvasWorkspace.</p>
	<p>[Solution]</p> <ul style="list-style-type: none"> - Click the [My Projects] button () at the top of the main screen, which appears after logging in. - Check that the CanvasWorkspace login ID in the settings screen on your ScanNCut machine is your login ID. For details, refer to the “Wireless Network Setup Guide”.
30	<p>[Issue]</p> <p>Tutorial videos for Canvas Projects cannot be viewed.</p>
	<p>[Solution]</p> <p>The tutorial videos use YouTube (an external video service). It may not be possible to view them in some regions.</p>
31	<p>[Defect]</p> <p>(For using Microsoft Edge browser on Windows 10)</p> <p>When grouped a selected text with other texts and/ or patterns, the drawing view on the CanvasWorkspace was not properly displayed.</p>
	<p>[Solution]</p> <p>When grouped a selected text with other texts and/ or patterns, it may not work reliably since the drawing view on the CanvasWorkspace will not be properly displayed due to the defect in Microsoft Edge browser.</p> <ul style="list-style-type: none"> - Please avoid use of function of groping the text. - Please use an alternative web browser such as Internet Explorer® 11 or Google Chrome™ instead.
32	<p>[Issue]</p> <p>When I import an SVG design having very small elements into CanvasWorkspace, the smallest elements disappeared once downloaded the design to an FCM file. How can I make sure that they are included with the rest of my design?</p>
	<p>[Solution]</p> <p>The reason this is happening is that CanvasWorkspace will remove tiny design</p>

	<p>elements to ensure better cutting quality on the ScanNCut machine. So first determine if you really need those tiny elements in your design as they may not cut well. For example, one reason you may want to keep them is if they are meant to be drawn, not cut. If that is the case, then simply enlarge the overall design in CanvasWorkspace before downloading to an FCM file. You can reduce the size again after you have loaded the design on the ScanNCut machine. In addition, you can see the notification message on the display when those tiny elements are going to be automatically removed on FCM file.</p>
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33	<p>[Issue]</p> <p>The property size has not been changed even if manually input the value of Size or Angle on Property menu. It seems that the Enter key does not function.</p>
	<p>[Solution]</p> <p>If you are having problems when you manually change the value of Size or Angle on Property menu, please just click at any place on the field of Property menu.</p>

34	<p>[Issue]</p> <p>When the “Fill the area in the outline with the drawing function.” checkbox is selected for a pattern with cutouts and the downloaded FCM file is imported into CanvasWorkspace, the cutouts are no longer filled.</p> <p>If the pattern with cutouts is sent to a machine it cannot be edited when transferred back to CanvasWorkspace.</p>
	

	<p>[Solution]</p> <p>If you want to edit the data, save it in CanvasWorkspace before transferring it, and then edit that data in CanvasWorkspace.</p>
35	<p>[Issue]</p> <p>(Only for Firefox® user)</p> <p>The [Character Spacing] setting appears in gray and is not available.</p>  <p>[Solution]</p> <p>Character spacing cannot be adjusted in Firefox®. In order to adjust the character spacing, use a browser other than Firefox®.</p>

36	<p>[Issue]</p> <p>(Only for Firefox® user)</p> <p>When previously created data is opened in Firefox®, the character spacing setting changes to “0” and cannot be changed.</p> <p>Browser other than Firefox®</p>  <p>Firefox®</p>  <p>[Solution]</p> <p>When data is opened in Firefox®, the character spacing setting is reset to “0” and cannot be changed.</p> <p>In order to adjust the character spacing or edit data where the character spacing setting has been changed, use a browser other than Firefox®.</p>
37	<p>[Issue]</p> <p>The data of the Pattern Collection which downloaded or transferred to the ScanNCut from CanvasWorkspace is not displayed on the LCD display screen.</p> <p>[Solution]</p> <p>Update the software of the ScanNCut to the latest version.</p> <p>To download the update software, visit Brother support website at https://support.brother.com/g/d/g2d2/snc041/</p>

38	<p>[Issue]</p> <p>When editing the pattern, the CanvasWorkspace application runs slow.</p>
	<p>[Solution]</p> <p>When reading and editing a complicated pattern*, operation may be slow depending on pattern. Please wait for a while. If the problem persists, try the following. (*Complicated patterns are ones that have exceeded the allowable object number and/or those with many points within a design.)</p> <ol style="list-style-type: none"> 1. The operation will be improved by downloading the data to FCM file and import it to edit. 2. The operation will be improved by using CanvasWorkspace (Windows/Mac) instead of CanvasWorkspace (Web). To download the CanvasWorkspace (Windows/Mac), visit Brother support website at https://support.brother.com/g/d/g2d2/snc041/

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